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## PURPOSE

The purposes of the community resource web-based monthly activity reporting system are to:

- Provide useful data to end-users and stakeholders.
- Identify the number of services provided.
- Identify the number of volunteers and volunteer hours provided for DHS and DHS clients.
- Indicate the value of cash and non-cash donations.
- Provide an approximate dollar value for the services that are provided by volunteers for DHS and DHS clients.
- Identify non-DHS collaborative partnerships with DHS Community Resource Program and activities.

## SYNOPSIS

- A community resource program activity is identified by the purpose (**outcome**) of the activity, **not** by the **type** of activity. An outcome is achieved whenever a client benefits from a community resource program activity.
- Group volunteers and individual volunteers are **not** tallied separately.
- Cash donations are reported separately from non-cash donations.
- The per-hour dollar value of volunteer services is adjusted each year and calculated automatically. See [www.independentsector.org/programs/research/volunteer\\_time.html](http://www.independentsector.org/programs/research/volunteer_time.html) for current rate.
- Non-DHS collaborative partnerships are listed on the report.
- The Community Resource Web-based Monthly Activity Reporting System:
  - Provides a standardized screen to record monthly volunteer and donation statistics that automatically calculates the total program value.

- Will total the services provided to clients as the number of services per outcome entered.
- Lists various community groups who have collaborated with you for the specified month.
- Lists various community resource program activities.
- Allows data to be viewed in a report format from earlier month(s) by county, state or area.
- Checks to see which counties have submitted their monthly reports.

**Note:** Monthly completion and submission to central office of the Web based report is mandatory and essential to the current and future operations of the Community Resource Program.

## **MONTHLY ACTIVITY REPORTING SYSTEM**

The community resource web-based monthly reporting system is available from the DHS-Net. To access the system:

1. Select Tools.
2. Select Technology.
3. Select Tools and Resources.
4. Select Community Resource Program (Volunteer Services).
5. Enter password then click next.

**Note:** The password for this application is available by contacting the CRC specialist in central office at MDHHS-CRC@michigan.gov.

## **Exhibit I**

### **Community Resource Program Monthly Activity Report Data Entry Screen**

Data is submitted directly from this screen to the database located in central office.

Data Entry: Community Service Program (New)				DHS Information Technology	
DHS-Net		Email Programmer		Main Menu	
County: <span style="border: 1px solid black; padding: 2px;">--Select a County--</span>		<input type="button" value="Get Data"/>		<b>Month / Year: 10-2010</b>	
<b>Volunteer Statistics</b>				<b>Donation Statistics</b>	
	Regular	Stipend	Totals		
Number Of Volunteers:	<input style="width: 50px;" type="text" value="0"/>	<input style="width: 50px;" type="text" value="0"/>	0	Cash Donations:	<input style="width: 50px;" type="text" value="0"/>
Volunteer Hours: \$20.25	<input style="width: 50px;" type="text" value="0"/>	<input style="width: 50px;" type="text" value="0"/>	\$0.00	Non-Cash Donations:	<input style="width: 50px;" type="text" value="0"/>
Value of Volunteer Hours:	\$0.00			Total Donations:	\$0.00
<b>Total Program Value</b>					
(value of hours and donations)			\$0.00		
<b>Number of Services Per Outcome</b>					
Total Direct Services Provided To Clients: <input style="width: 100px;" type="text"/>					
<b>Community Collaboration This Month</b>			<b>Activities This Month</b>		
1:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>	1:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>
2:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>	2:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>
3:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>	3:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>
4:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>	4:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>
5:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>	5:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>
6:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>	6:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>
7:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>	7:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>
8:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>	8:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>
9:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>	9:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>
10:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>	10:	<input style="width: 150px;" type="text"/>	<input type="button" value="Lookup"/>
<b>Narrative</b>					
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>					
<input type="button" value="Submit"/>					

### County/Dual County Name & Month/Year Entries

1. Select a specific Month/Year and then click Next.
2. Select your County/Dual County from the drop-down list.

**VOLUNTEER  
STATISTICS**

## 3. Click Get Data.

Record the Volunteer statistics:

- Number of volunteers.
- Volunteer hours.

Report only DHS registered volunteers, regular and stipend such as Americorps or VISTA, and individuals in DHS registered groups who provided a volunteer service in the report month. Group and individual volunteers are **not** tallied separately. An individual counts as one, a group of six volunteers counts as six, if all six worked during the report month.

**Note:** Report everyone who is registered as a volunteer, including students who are volunteering for a class requirement and people who are doing court-ordered community service.

Report each volunteer only once in the report month, even if he/she provides more than one kind of volunteer service.

**Note:** Reasonable efforts should be made to eliminate duplications. However, there are occasions with volunteer groups when there is no convenient way to determine the names of all group members who volunteered during the report month. In these cases duplications might occur, but this should be a rare circumstance.

**Example:** Five members of a church group provided socialization activities in an adult foster care home. The CRC may **not** be able to determine if some volunteers also provided volunteer activities with other groups that are being counted as well.

Individuals who receive a wage are **not** reported as volunteers in the Monthly Activity Report (for example, Experience Works office assistants).

**Volunteer Hours**

Volunteer hours are reported without regard to whether the volunteering is done in groups or individually. A group of ten volunteers who work two hours are counted as twenty hours. One volunteer who works twenty hours is also counted as twenty hours.

**Value of Volunteer Hours**

The value of volunteer hours is automatically calculated and is rounded to nearest dollar.

**DONATION STATISTICS**

Record the Donation statistics:

- Cash donations.
- Non-cash donations.

**Cash Donations**

Report all cash, checks, money orders, gift certificates, and grants donated to your community resource program during the month.

**Note:** Can report cash, checks, etc. donated through a community program if the CRC has direct oversight of the community program.

**Non-Cash Donations**

Report all goods (new and used) that are donated to the community resource program during the month.

**Example:** Furniture, camperships, clothing, craft or handmade items, food, toys.

**Note:** Do not include items collected by Toys for Tots, etc.

The estimated value of items is based on:

- The going rate in your community for a similar item.
- What a **new** item is valued at/sells for in retail stores.
- What a **used** item is valued at/sells for at garage sales and thrift shops.
- Value of item as determined on Salvation Army website @ [salvationarmyusa.org](http://salvationarmyusa.org). Select, Ways to Give then Donation Receipts-Valuation Guide. Item value can also be determined at the Goodwill Industries website @ [goodwill.org](http://goodwill.org). Select Deduct Your Donation then Valuation Guide.

**TOTAL PROGRAM  
VALUE**

The total value of volunteer statistics, total donations, total program value and total services provided to clients are all calculated by the system for you.

**IDENTIFYING  
SERVICES BY  
OUTCOMES  
(PURPOSE)**

Reported outcomes are derived from benefits accrued to clients through community resource program activities. Common outcomes include but are not limited to:

- Financial.
- Medical.
- Protection.
- Self-sufficiency.
- Social.

**Financial**

Reported services are those which provide material support to a client and do not fit into any of the other four objectives.

**Example:** Providing a food basket, toys at Christmas, transportation to DHS to apply for the State Emergency Relief program or counseling on money management.

**Medical**

Report any service which has a health outcome or has to do with physical well-being.

**Example:** Medical transportation, counseling a client on immunization or paying for an uncovered medical need with donated funds.

**Protection**

Report any service which helps a person (child or adult) who is endangered.

**Example:** Taking an abuse victim to a domestic violence shelter, providing a smoke detector to an adult protective services client or

transportation requests from children's foster care or preventive services for families caseworkers.

### Self Sufficiency

Report any service which helps a person become more self-sufficient.

**Example:** Providing child care during a job club, teaching a developmentally disabled person how to do housework so they can live independently or providing transportation to a job interview.

### Social/Emotional

Report any service which is for social or emotional well-being reasons.

**Example:** Mentoring a delinquent youth, transportation of a well spouse to a support group, providing crafts to foster care residents, friendly visitors, youth companions, and camperships.

### GUIDELINES FOR IDENTIFYING SERVICES BY OUTCOME

CRCs must indicate whenever DHS mission objective (outcome) is achieved as a result of each volunteer service activity. **Only one primary outcome should be identified for each service;** although it is possible that more than one outcome is achieved.

**Example:** A DHS client is transported to a medical appointment to determine whether she is capable of fulfilling employment requirements (self-sufficiency) and to alleviate a medical problem (medical). Select the outcome based on the **primary** reason for referral.

- Outcomes can be either services or goods that are provided directly to a DHS client.
- To be reported, an outcome must include a direct service to a DHS client. Volunteers can spend many hours of productive and valuable work and not directly serve a client.

**Example:** Volunteers who do filing, serve as a relief telephone operator, or sort/pick up donations. These activities will **not** be reported as an outcome.

**Example:** A group of volunteers spends several months preparing for a winter coat distribution to needy families. No outcome is reported until a coat is given to a DHS client.

- A DHS client is defined as a person who receives a service at the direction of a DHS staff; including family members who are **not** direct DHS clients.
- Do **not** report mass information mailings, passing out brochures in lobbies or health fairs, information and referral and/or public service announcements as outcomes. Information and outreach are important, but a direct service to a DHS client is **not** provided. If no specific person is served, there is nothing to report as an outcome.

**Example:** A client needs food and picks up a list of food pantries that is available in the reception area. This is not reported as an outcome.

When a volunteer's activities go beyond simple information and referral, this may be reported as an outcome.

**Example:** A volunteer interviews a client to determine the family composition, why food is needed; calls a pantry (which does **not** allow client self-referral); confirms they will help; and arranges for food to get to client. This is reported as one financial outcome.

To be reported as an outcome, the activity must be completed and must achieve the intended purpose.

**Example:** If a medical transportation is arranged but the client does **not** keep the appointment; then no outcome is achieved.

**Note:** There may be reasonable exceptions.

**Example:** A CPS caseworker is documenting a parent's failure to follow through with court-ordered counseling and does **not** want a lack of transportation to be a legitimate excuse. The CPS caseworker requests that a driver go to the client's home at a specified time, even though it is unlikely the client will be available. Because the CPS caseworker's objective (outcome) is to ensure that transportation is available, an outcome (protection) can be reported.

An outcome is achieved **every time** a direct service is provided to a client.



**Example:** If the client receives transportation for kidney dialysis three times a week, the number of outcomes (medical) per week is three.

- There may be more than one outcome if more than one client receives a service. If a volunteer provides services to two (or more) people at the same time, it is reported as two (or more) outcomes.
- Report transportation as one outcome per person, whether the trip is one-way or round trip.
- Report the number of people served as outcomes if each person receives a service in which an outcome is achieved.

**Example:** A referral for mentoring a juvenile, is received and the worker intends the volunteer to work only with the juvenile. There is one outcome (social/emotional) for each mentoring session. However, if the worker intends the volunteer to also work with the family members on the juvenile's problems, then there could be a greater number of (social/emotional) outcomes during each visit.

**Example:** A caseworker asks for a parent aide to work with Ms. Green, her boyfriend, their child and her child by a previous relationship who is on SSI. If a volunteer works with all four, four outcomes are reported.

Activities needed to arrange or schedule a volunteer service activity are not reported as separate outcomes.

**Example:** It may take several telephone calls to arrange a client service, but there is no outcome until the service activity is completed.

- The number of outcomes is not the same as the number of **client contacts**. There may be several contacts before an outcome is achieved.
- In some cases, although there is not a personal contact in the month, there is an outcome achieved.

**Example:** A volunteer guardian does not see the client, but receives his check and pays his bills. One financial outcome is reported.

If multiple donors work together to provide a service to a client, one outcome is reported.

**Example:** A client needs a costly prescription and volunteer services arranges for three different charities each to pay a portion. One medical outcome is reported.

**Note:** If goods go to a family, report an outcome for each person served. A good rule of thumb is/if the group split up, how many members of the group could actually walk away with the item?

**Example:** A family (one adult and two children) is referred for food. A food basket is arranged, and three outcomes are reported.

**Example:** A family gets a refrigerator, and one outcome is reported.

**Note:** Report the outcome in the month it is completed, not when the activity is scheduled.

### Total Services Provided To Clients

The total is calculated automatically by the system and entered into the database in central office.

### COMMUNITY COLLABORATION THIS MONTH

Within the Community Collaboration, This Month section, the Community Resource Program requires main categories of collaboration. A collaboration list is available by clicking the [lookup] buttons at the right of each of the community collaboration text boxes.

The list below provides examples of groups or organizations that should be identified under **Community Collaboration This Month**, but **not** reported as individual volunteers. This list is not inclusive:

## Examples of Community Collaboration Groups

## EXHIBIT II

Community Collaboration This Month		Activities This Month
1:	<input type="text"/> <input type="button" value="Lookup"/>	<div> <div>***** Collaboration *****</div> <div> Banking Institutions  Community Action Agencies  Community/Housing Coalitions  Cooperative Extension/4-H  Day Care Centers/HeadStart/Early On  Emergency Services: American Red Cross / FEMA  Faith Based Organizations  Government  Health Clinics/Hospitals/Local Health Department  Law Enforcement  Libraries  Local Civic/Service Groups/Unions  Local Community Foundation/Statewide Foundations  Local Hunger Initiatives/Food Pantries  Local Retailers/Businesses  Local United Ways  Media Outlets  Michigan Works  MPCBs/HSCC/HSCB  Native American Tribe/Organization  Non-Profit Agencies  Other-Collaborations  Private Agencies </div> </div>
2:	<input type="text"/> <input type="button" value="Lookup"/>	
3:	<input type="text"/> <input type="button" value="Lookup"/>	
4:	<input type="text"/> <input type="button" value="Lookup"/>	
5:	<input type="text"/> <input type="button" value="Lookup"/>	
6:	<input type="text"/> <input type="button" value="Lookup"/>	
7:	<input type="text"/> <input type="button" value="Lookup"/>	
8:	<input type="text"/> <input type="button" value="Lookup"/>	
9:	<input type="text"/> <input type="button" value="Lookup"/>	
10:	<input type="text"/> <input type="button" value="Lookup"/>	
Narrative		<input type="button" value="OK"/> <input type="button" value="Cancel"/>

### Volunteer or Community Collaboration - Deciding Factors

It is sometimes difficult deciding whether individuals within a group should be reported as **Volunteers** or whether these groups should, more accurately, be reported under **Community Collaboration This Month**. The following questions may be helpful in making a determination:

- Is this group registered with the CRC?
- Does the CRC have management or oversight responsibilities for the activities?
- Is the involvement of the CRC necessary to maintain the group's activities?

If you answered **yes** to these questions, the volunteers in the group should be reported as DHS volunteers. Otherwise, report under **Community Collaboration This Month**.

### The Meaning of Collaboration

Collaboration means that the CRC or CRP representative is working cooperatively with one or more **non-DHS** agencies, groups or committees on a volunteer service project or activity.

- List all collaborative activities for the month. If there is no contact or activity during the month, even if the collaborative relationship is ongoing, do **not** include it on the list.
- Similar organizations such as churches and schools do **not** need to be listed separately. Only the numbers of organizations in each category working together cooperatively need to be listed.

**Example:** 5 churches, 6 schools, 4 service clubs, 4 boy scout troops.

- Collaborative partners are not the same as donors.
- If the project/group does not have an official title, use a short descriptive phrase.

**Example:** Group starting a soup kitchen in Smallville.

Meetings may not be the only collaborative activity. CRC's may work on the project in many different ways. These may include attending a meeting, developing or preparing material, making phone or in-person contacts and/or recruiting helpers. All of these activities, and many others not listed, are considered a part of the collaborative partnership if done in the report month.

**EXHIBIT III****Activities this month**

Community Collaboration This Month		Activities This Month	
1:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup"/>
2:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup"/>
3:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup"/>
4:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup"/>
5:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup"/>
6:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup"/>
7:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup"/>
8:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup"/>
9:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup"/>
10:	<input type="text"/>	<input type="text"/>	<input type="button" value="Lookup"/>
<b>Narrative</b>			

\*\*\*\*\* Activity \*\*\*\*\*

- Child Care
- Clerical/Unit Aide
- Clothing
- Community Resource Access
- Education Related
- Employment Related
- Fund Raising
- Furniture/Appliances/Household Goods
- Grants
- Holiday Related
- Housing Services
- Maintenance of DHS Building or State Cars
- Media/Publicity/Outreach/Speeches
- Medical/Health Related
- Mentor/Companionship
- Nutrition/Food/Hunger
- Other-Activities
- Personal Care Items/Cleaning Supplies/Laundry
- Recruitment/Interview/Intake/Screening
- Social Enrichment
- Supervision/Training
- Transportation-Children Services Related
- Transportation-General

OK Cancel

An activities list is available by clicking the [lookup] buttons at the right of each of the Activities This Month text boxes. Select activities completed by CRC or other individuals in the Community Resource Program for the report month. The chart below provides examples and helps clarify the activities:

**EXHIBIT IV -  
ACTIVITIES  
EXAMPLES**

Activity Categories in drop down list	Examples or clarifications of Activities
Child Care	Children's corner in lobby, child care during meetings

<b>Activity Categories in drop down list</b>	<b>Examples or clarifications of Activities</b>
Clerical/Unit aide	Filing, checking phone messages, shredding, helps clients fill out applications, etc. Also work directly for CRC or to support CR unit projects, recording donations, sending thank you letters,
Clothing	Running a clothes closet, arranging for a client to receive clothing from a collaborative partner, providing layette sets, using donations to purchase clothing for new foster children
Community Resource Access	Preparing resource files or information for staff or clients, working with 211
Education related	Tutors, putting on a training or seminar, providing books, backpacks
Employment Related	Services to remove barriers for clients to get employment
Fund Raising	Events, projects, sales, mailings
Furniture/Appliances/Household goods	Arranging for a client to receive furniture, appliances, dishes, linens, etc
Grants	Writing a grant, monitoring/administering grant funds
Holiday Related	Foster child Xmas party, Holiday baskets of food or gifts, Easter food, Halloween costumes, gift wrapping
Housing Services	Arrearages, deposits from donations or grants, helping locate housing, repair of homes, painting homes, cleaning up yards, etc
Maintenance of DHS building or state cars	Cleaning, changing light bulbs, painting, washing state cars, etc.
Media/publicity/outreach	Sending out media release, being interviewed for a newspaper article, participating in a radio interview, sending out newsletter or mass mailing
Medical /Health Related	Help pay for appointments, medications, help find provider who accepts Medicaid, pay for medical equipment, collect and distribute used medical equipment, immunization outreach

<b>Activity Categories in drop down list</b>	<b>Examples or clarifications of Activities</b>
Mentor/Companionship	Mentors, Big Brothers, friendly visitors to seniors, foster homes, phone reassurance, pen pals, parent aides
Nutrition/hunger/food	Run a food pantry, work on a collaborative to start a soup kitchen, used donated funds to provide lunch for a child being transported or snacks for foster care visitations, arranging for a client to receive food from a collaborative partner
Other	Miscellaneous activities of CRC or volunteers
Personal Care items/Cleaning supplies/Laundry	Providing care kits to new foster children or adults, running an in-house emergency closet for these items, arranging for a client to receive these items from a collaborative partner, helping a client get laundry done
Social Enrichment	Help pay for prom dress, camp, sports fees, put on event for fun for kids, etc
Supervision/Training	Of volunteers/staff/donors
Transportation, Children services related	To foster care visits, foster kids to doctor appointments, etc
Transportation, General	Helping clients get to non-medical non children's services related appointments.
Transportation, Medical	Medical trips, whether Medicaid related or not, regardless of method of transport ie. volunteer driver, provide bus passes, gas money, etc

## **NARRATIVE**

The Narrative section is optional and can be used for any news and information not captured anywhere else on the form and becomes a part of the monthly report for your county/dual county.

## **SUBMITTING THE DATA**

Once the data entry screen has been completed click Submit to transmit the data to the database in central office. Select print record then click print to create a hard copy of the report.

To file another report select main menu.

## ADDITIONAL INFORMATION

For the new system if an error is discovered after submission, go back to the month with incorrect data, correct it then resubmit. For errors made using the old system contact the CRC specialist in central office at (517) 241-2033 or [peachm@michigan.gov](mailto:peachm@michigan.gov).

**Example:** The number of Volunteer Hours for mm/yy were entered incorrectly as 628 and should be 658.

## A Note on Record- Keeping

It is important to support the data on your report with reliable records. Community resource forms will provide much of documentation needed. It is highly recommended that CRCs keep a hard copy of the monthly report and attach all documentation to it.

## VIEWING REPORTS

The community resource monthly activity reporting system data base goes back to October 1998 and allows access to two main types of reports:

- Data reports - summations of data based on a specified region and date range.
- Check-in reports - statewide listing of counties/dual counties who have submitted data reports within a specified date range.